2015 Annual Report Workshop
FAQs/Audience Questions
(November 4th and November 10th)

Report availability-
- The report will be available December 15th through **February 1, 2016** (due date per IAC 590-6-1-4 Rule 6). The new March 1st due date will not go into effect until 2017.
- If your report is submitted after February 2nd, you will be out of standards and will need to request a waiver from the Indiana Library and Historical Board.

General Instructions
- Login instructions will be mailed to the directors December 15th.
- User name and password will be **emailed** to the director's email address (if we don't have your current address on file, now is the time to notify us!)
- Help for the report can be found by opening the "Instructions" or clicking on a question's number.
- Click "Show Last Year's Answers" to see what was reported last year.
- Your user name/password are the same as last year and are not case-sensitive.
- If you need your login or password, call the State Library first (1-800-451-6028). If we are not available, you can also call Bibliostat (1-866-785-9935).
- **SIGNATURE PAGE**- The Signature page is available [HERE](#) and is now also included in the Annual Report. This needs to be signed by the director AND Board President and mailed to ISL. It should be received by ISL within a week of the close date of the report (to allow for board president review).

Helpful Handouts:
- [What is a Program?](#)
- [What goes Where?](#)

Navigating through the survey-
- **Suggested Browsers**- Internet Explorer 6.0 or higher, Firefox 1.5 or higher, or any other compatible browser. Google Chrome may not work. Report may also not work properly in Internet Explorer 10 or 11, but you can resolve this by turning on [Compatibility View](#).
- To **submit** your completed survey, go to the "Submit Survey" tab. You can also click the "Submit Survey" button under the "Status" tab.
- You will not be able to submit your survey if any required questions are unanswered or any edit checks lack explanations.
- **Federal Notes vs. Local Notes** – Any responses in the Federal note field will be passed along to Census staff when data is submitted to IMLS/Census next summer. Use the local note field as a "note to self" option (e.g. "Door count determined using typical week count based on week of April 21st").

- **Automatic totals/sums** will not appear until entries are "saved." They may look blank, or might not appear to change even after you have entered a number. They should populate after you hit "save."
- If something weird happens and you get stuck, or the survey won't let you navigate to or away from a question, contact us for an override.

- **Where are some places to find the information to complete the report?** A few ideas are:
  - Form 1782 – Assessed Valuation
    - Could come from 2016 *certified* 1782, only if available
  - Your 2015 Budget
  - The same documents used for Annual Financial Report (financial records)
  - Check your in-house records/staff notes for visits, programs, reference transactions, etc.
  - Vendor reports (wireless, computer uses, eBook circs, etc)

- What does the survey consider a "**large change**?" (Why am I getting an "Edit check?") - The acceptable ranges for data variances vary by question are determined by federal survey/OMB. Any data provided that is out of this range requires an annotation (explanation). This is usually about a 10%-33% change that will trigger a check.

Part 1 – General Information

Library Hours- What about changes due to construction, seasonal schedules, etc? Report hours the library and branches are open for the majority of year.

Year of most recent renovation/alteration – Refers to structural changes, but if you did significant remodeling that didn't change the physical structure of the building (e.g. moved children's section from Basement to 2nd floor) you may include those here if you wish. (These are not reported to the PLS.)

Part 2 - Registrations

Non-Resident fees and PLAC fees – Non-resident fees vary by library and are based on the previous year's expenditures per capita, or a minimum of $25. The PLAC card fee is statewide and is $65 for 2015 and 2016.

Student E-Access cards – How to report? Definition is based on borrowing and access. If they have access AND can borrow materials, this can count. If they require a separate registration/card to borrow materials, the e-access cards wouldn't count.

Part 4 – Library Operating Fund Income

Where do we report the **State Technology Grant**? – Should be receipted to a State Technology Grant Fund and thus would not be reported on the Annual Report. If receipted into the Operating Fund, you could report as "Other State Operating Fund income."
(Note- this is different from <u>LSTA Technology</u> grants, which are reported under Federal income)

We received a grants and donations for a makerspace, where do we report it? If it's a smaller space, probably just divide it under:

        04-024   Gift Receipts Operating Fund Income (the donation/gift)

        04-025   Private and Public Foundation Grants Operating Fund Income (if you received the grant to your operating fund)

        04-028   Total Public and Private Foundation Grants (if received to any other fund)

If the money was received for a LARGER overall improvement (e.g. the library renovated the entire technology lab), or part of an overall capital project at the library, report as:

        06-004   Other capital revenue

Where to report Interest on investments? 04-023

Funds received from an **endowment**? Not counted. Only "new" money should be reported.

Part 5 – Operating Fund Expenditures

Meeting the 7.5% Collection Development standard – will include <u>Operating Fund</u> expenditures for collection development, which includes books/materials, databases, and even public PCs and devices (e.g. eReaders) for patrons to access library materials and information. Also includes leased PCs.

What's the difference between Personal and Professional Services?

- Personal services – Where to report everyone on the library's payroll (for which taxes, etc. are withheld)
- Professional services – Everyone NOT on the payroll (e.g. the library's attorney, etc) that does work on behalf of the library.

Where to report maintenance/lawn work? If it's a library staff member/maintenance person on payroll who does it, only report in personal services section. Report outsourced services under professional services (05-012). Report the supplies used for maintenance in 05-006.

Do we report the employee-paid share of benefits? No, only report funds expended by library.

Part 6 - Capital Revenue

Grants funds received for **major** capital projects (e.g. Installing solar in parking lot) – Report here.

Endowment funds/existing funds used – Don't report here (only report "new" money).

Where to report bookmobile and collection that were budgeted for and paid from operating fund? If funding was received specifically for this purpose, report here. If funding was spent from general operating fund (e.g. carryover funds from previous years) it would not be counted as capital revenue.

Where to report replacement bookmobile? After reading the definition, I feel this would be reported since it is a new vehicle (even through it is a replacement). Of course, the revenue is only reported if received this year specifically for this purpose.

Cashed in CDs for Capital improvement. Are those revenue? No, since those are likely funds from previous years, they should probably be reported as 04-023 Interest on Investments if receipted to operating fund. If this doesn't sound right or match your situation, feel free to contact us.

Part 7 – Employment Data

What is FTE? What does that mean? How is that determined?
FTE stands for "Full Time Equivalent." Since libraries' hours open and definitions of "full time" vary, to ensure comparable data nationwide, **40** hours per week has been set as the measure of full-time employment (FTE). For example, 60 hours per week of part-time work by 2 employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

What about people with an ALA-MLS not working as a librarian, possibly in a clerical role? This section is based on position. The purpose of this is to get an idea of the number of librarian positions AND number of other library jobs available nationwide, and to see if it's changing from year to year. Be sure to also include open positions that are not currently filled.

Part 8 – Library Service and Technology

What if we have a summer reading program where **all ages** are present? Go by the age group it is planned for (e.g. elementary school-age children would be counted as Children's). If it was planned for all ages, count it as a "General" program.

If the library shows a movie the week after a book discussion, is that a program? Yes, any program in a series is a program. Even though the book is not being discussed, people are 1) coming back to the library, 2) using your materials, and 3) staff have spent time to plan and promote the movie.

What about having a table at a community fair? Can we count everyone at the fair, or everyone we talked to? No, this is not considered a program unless there was planned programming being offered. We don't want to skew the true programming figures with these possibly

inflated interactions. We do realize the importance of these interactions and have created questions 15-016 and 15-017 to collect this data.

Where to count study room use? If an outside group has planned/scheduled room use (e.g. tutors), count as a non-library sponsored program/attendance. If it's just a group that ends up in the room, just count as visitation.

What about proctoring? Count as a Reference transaction

What about weekly school visits/school using public library? Yes, if classes are visiting the library and your staff is interacting with them, count as a weekly program.

For reference transactions, there is no formula for how many minutes equals a transaction/duration is not a determinant. It is based on the number of resources consulted. If a staff member is involved in a lengthy or complex transaction where several questions are answered and several sources are used, the staff member may report each as a transaction.

For Non-Library program attendance, estimates are acceptable (e.g. anticipated visitors), or you can also capture actual visitors.

Wireless Hubs/Wireless Internet uses?
Try to get the data from your vendor, software, IT staff, etc. It will vary by library. Wireless uses from **any** device may count (e.g. patron laptop or cell phones). After hours/parking lot uses count, too.

If minimum amount of PCs isn't met, State Library will count each wireless hub as 10 public computers toward the standard.

Part 9 – Circulation and Holdings

Where is OverDrive counted? Database or collection? OverDrive and a limited number of other services are counted as part of the collection since their books have a selection and circulation model similar to print materials.

Can we count in-house/locally created databases? Yes! Count as a local database.

Should materials on LiteBoxIN be counted as part of the collection? That depends- if they are freely available materials curated for patron use, no. If they are library materials that were selected and purchased for patron use, yes, you can count those.

Part 10 – Library Board
Be sure not to report a Treasurer AND Treasurer/Employee. Needs to be one or the other.

Library Board vacancies – OK to leave blank (or enter "Vacant"). Please update ISL when you have a new trustee.

Part 11 – Salary Section

Certification levels-

> Directors- Report the *actual* certification level held by director
> All other positions – Report what is *required* at your library, not actual level(s) held (since there may be more than one person in that position).

How to group positions – if you have a lot of specialized job titles, for the purposes of this report, please try to group them by primary job function (e.g. a "Teen Technology Outreach Librarian" could probably be "YA Librarian")

Salaries – If you pay a staff member a set annual salary, please try to break this down to an hourly wage for the purpose of this report (e.g. divide by 52 then weekly hours worked).

Paid time off, not designated (e.g. not "Sick" or "Vacation" – just time off) – report as "Other"

Part 13 – Compliance with Standards

Where can I find the list of policies we're supposed to have, posters we're supposed to post, etc.?

- Check most recent New Director's Manual. There are links to the laws and other helpful documents if you click the question number. Here's a list of these and other resources which may be useful to you:
  - Indiana Library Law: https://iga.in.gov/legislative/laws/2015/ic/titles/036/articles/012/
  - ISL Library Law resources: http://www.in.gov/library/law.htm
  - State Board of Accounts Libraries Manual (*Accounting and Uniform Compliance Guidelines Manual for Public Libraries*). http://www.in.gov/sboa/2802.htm
  - Federal Laws affecting Employment practices: United States Department of Labor, http://www.dol.gov/
  - Americans with Disabilities Act: Consult http://www.ada.gov/ and possibly local disabilities organizations.
  - Verification of Director certification: https://mylicense.in.gov/EVerification/Search.aspx
  - Board/Trustee Bylaws – template - http://www.in.gov/library/files/TEMPLATE__Library_Board_Bylaws.pdf
  - Long Range Plans/Technology Plans – templates and examples: http://www.in.gov/library/templates.htm

Who do we contact at ISL to ensure our plans are on file? Jen (jclifton@library.in.gov) or Karen (kainslie@library.in.gov) can look these up and verify for you.

Is the Technology Plan part of the Long Range Plan? Not at this time, but it will be under the new standards (set to go into effect 1/1/2017).

Can the Library Director be the "appropriately certified" staff member providing Adult, YA, or Children's services? Yes, as long as they are the ones developing the programs and services.

Part 15 – Supplemental Questions

Consultants – Information will be used to build a directory of service providers.
- Should we report the library's attorney? Yes, if they would be available to work at other libraries.
- Should we report a Community College that provides tutoring services? Sure, again, if it would be available for other libraries.
- Consultants do not have to be paid.
- You do not need to report ISL Consultants.

Outreach services –
- Where to count Little Free Libraries? Other   15-015
- Library's Newsletter? – Could count as Other 15-015